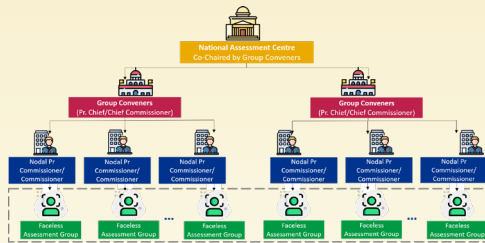


are organised commodity-wise according to the First Schedule to the Customs Tariff Act, 1975. Each NAC includes multiple FAGs. Their mandate is to examine assessment practices of imported goods across Customs stations and suggest measures to increase uniformity and quality of assessments.

A NAC is established on the basis of the share of the volume of import of a particular commodity group(s) in a Customs Zone as compared to all India imports and share contributed by the said commodity group(s) or the share of import of the particular commodity group(s) in that Zone.

Faceless Assessment Groups (FAG): Officers from different jurisdictions have been virtually connected on a technology platform to form various FAGs to assess particular groups falling under an NAC. BE is electronically assigned by the Customs Automated System to the FAG officers for verifying



the assessment. Each FAG has an all India jurisdiction. With the introduction of FAG, the assessment function has been delinked with the geographical location where the goods are available for examination. Further, a FAG for a particular commodity may or may not be there is each and every Customs formation.

The functions of FAG include:

- o Verification of the self assessment of any BE assigned to them by the Customs Automated System, irrespective of the port of import
- o Accept the self-assessment or re-assess the BE and pass a speaking order (unless acceptance is confirmed)
- o Providing importers with an opportunity of hearing through Query or via video conferencing before proceeding with the re-assessment

Faceless Customs



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Faceless Customs



Faceless Customs

One of the pillars of CBIC's flagship 'Turant Customs' programme, the Faceless Customs initiative leverages technology to introduce anonymity in Customs assessment. Faceless Assessment virtually connects Customs assessment officers from different jurisdictions into a Faceless Assessment Group(s) or FAG. It provides for assignment of import clearance documents that are not facilitated (BE) by the Customs Automated System (CAS) to officers of the FAGs irrespective of the port of import of the goods.

Besides reducing the need for the trade to have a face to face interaction with Customs officials for purposes of Customs assessment, Faceless Assessment promotes specialisation and uniformity in assessment. Further, by allowing flexibility in balancing workload between various FAGs located in different Customs locations, this initiative enhances the efficiency and speed of Customs assessments which, in turn, reduces dwell time.

Institutional set-up for the Faceless Customs initiative:

1. Local set-up at port of import:

The port of import is the Customs station of import where the goods lie and the importer has entered a BE for home consumption or warehousing. Faceless Assessment is supported by the Port Assessment Group (PAG), Turant Sewa Kendra (TSK) and Import Shed officers at each port of import. These units perform specified functions, as follows:

Port Assessment Group:

- o Assessment of cases referred to it by the FAG in specific circumstances
- o Post clearance amendments
- o Any other function not performed by FAG

Turant Sewa Kendra (TSK):

- o Accept Bonds or Bank Guarantee
- o Any other verification that may be referred by FAGs
- o Endorse documents/permits/licenses, wherever required
- o Debit documents/permits/licenses, wherever required
- o Handle queries related to assessment
- o Any other functions entrusted by the Principal Commissioner/Commissioner to facilitate trade

Contact information of TSKs is available on CBIC's website under Taxpayer Assistance under 'Enquiry Points' at <https://www.cbic.gov.in/htdocs-cbec/enquiry-points>.

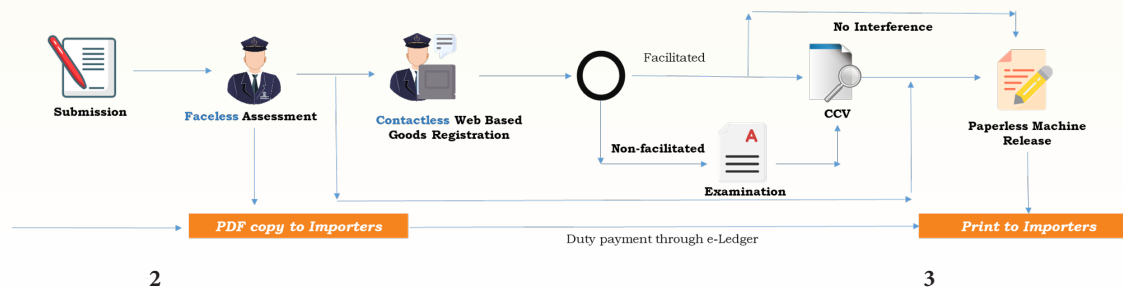
S.N.	Port	Commissioners	Location Code	Location Address	Location of the TSK	Temps	Contact Email	Contact No.
1	Mumbai	Customs (Preventive), Jammu	800201	P&G Building, JPSEZ Plot, Mumbai	Preventive	TSK	tsk@cbic.gov.in	022-26142111
2	Chennai	Customs (Preventive), Jammu	800201	Chennai	Preventive	TSK	tsk@cbic.gov.in	044-26142111
3	Chennai	Customs (Preventive), Jammu	800201	Chennai	Preventive	TSK	tsk@cbic.gov.in	044-26142111
4	Chennai	Customs (Preventive), Jammu	800201	Chennai	Preventive	TSK	tsk@cbic.gov.in	044-26142111
5	Chennai	Customs (Preventive), Jammu	800201	Chennai	Preventive	TSK	tsk@cbic.gov.in	044-26142111
6	Chennai	Customs (Preventive), Jammu	800201	Chennai	Preventive	TSK	tsk@cbic.gov.in	044-26142111
7	Chennai	Customs (Preventive), Jammu	800201	Chennai	Preventive	TSK	tsk@cbic.gov.in	044-26142111
8	Chennai	Customs (Preventive), Jammu	800201	Chennai	Preventive	TSK	tsk@cbic.gov.in	044-26142111
9	Chennai	Customs (Preventive), Jammu	800201	Chennai	Preventive	TSK	tsk@cbic.gov.in	044-26142111
10	Chennai	Customs (Preventive), Jammu	800201	Chennai	Preventive	TSK	tsk@cbic.gov.in	044-26142111

Customs Clearance Processes - Before and After Turant Customs



Contemporary Custom process (for imports)

Turant Custom process (for imports)



Import Shed:

- o Physical examination and clearance of the goods

Commissioner of Customs (Appeals):

- o Passing order on appeals filed against the assessment orders passed by the FAG or PAG in respect of goods imported in their jurisdictional port of import

2. Virtual Setup:

National Assessment Centres (NAC): To promote specialisation and uniformity, Customs Commissionerates have been partially re-organised as NACs, with all India jurisdiction. NACs